

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Service Campaign Launch Notification</b> <b>Replace Filling Capacity of Air Conditioning System Label</b> <b>MY 19-20 290 (GT-Class)</b>	DATE: May 28, 2021

## IMPORTANT NEW SERVICE CAMPAIGN LAUNCH INFORMATION

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification		May 28, 2021
Campaign No. :	Campaign Desc. :	<b>Replace Filling Capacity of Air Conditioning System Label</b>
2021030025	21P8391103	
<p>This is to notify you of the <b>Service Campaign Launch</b> to replace the filling capacity on the Air Conditioning System label in <b>2,216</b> Model Year (“MY”) 2019-2020 GT-Class (290 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on <b>May 28,2021</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2019-2020 GT-Class (290 platform) vehicles, an incorrect information label with directions on filling the refrigerant circuit was installed on the inside of the hood during production. As a result, the refrigerant circuit may be filled incorrectly during a workshop visit. In addition, the information provided in the operator’s manual for the air conditioning system may be incorrect.	
<b>What We’re Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will replace the information label and the operator’s manual for the air conditioning system on the affected vehicles	
<b>Parts</b>	Parts are available and can be ordered as necessary.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2019- 2020	
<b>Vehicle Model</b>	GT-Class (290)	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	2,216	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	AOMs – This campaign may generate questions from your dealers.	
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.</p>		



# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2021030025, May 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model AMG GT-Class (290 platform)**  
**Model Year 2019-2020**

**Replace information label and supplementary booklet for filling capacity of AC system**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2019-2020 AMG GT-Class (290 platform), an incorrect information label with directions on filling the refrigerant circuit was installed on the inside of the hood during production. It is therefore possible that the refrigerant circuit may be filled incorrectly during a workshop visit. In addition, the information provided in the operator's manual for the air conditioning system may be incorrect. An authorized Mercedes-Benz dealer will replace the information label and the operator's manual for the air conditioning system in the affected vehicles.

Prior to performing this Campaign:

- **VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.**
- Please review the entire Campaign bulletin and follow the repair procedure exactly as described.

Approximately 2216 vehicles are affected.

Order No. P-SC-2021030025

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Service Campaign Bulletin

## Work procedure

1. Replace air conditioning system information label on the inside of the hood (Figures 1 and 2).
  - i Remove old information label from hood (**bonding position 3.2, Figure 2**).
  - i Remove residual adhesive of old information label and clean bonding surface.
  - i Apply new information label (**bonding position 3.2, Figure 2**).



Figure 1



Figure 2

2. Check whether the supplementary booklet is in the vehicle document wallet and whether it is the correct version.
  - i If supplementary booklet is **not** present, a printed supplementary booklet must be placed in the vehicle document wallet as an aftermarket measure.
  - i Where present: Compare printed supplementary booklet with the parts table and replace.

### Primary Parts Information

Qty.	Part Name	Part Number
As required (1)*	Refrigerant adhesive label for vehicles with code 2U8	A 000 817 98 05
As required (1)*	Refrigerant adhesive label for vehicles without code 2U8	A 000 817 97 05
As required (1)*	Supplementary booklet (multilingual: USA/CAN/CHN)	A 290 584 46 03

\* The replacement parts must be determined according VIN via the parts process in the Xentry Portal(XPPI).



#### Note

code **2U8** (R1234yf - Alternative refrigerant)

### Warranty Information

**Operation:** Replace air conditioning system information label (02-1985)  
Check operator's manual, supply if necessary (02-9471)

Damage Code	Operation Number	Labor Time (hrs.)
83 911 03 7	02-1985	0.1
	02-9471	0.1



#### Note

Operation Number labor times are subject to change.